

Cultural Competence; We are All in this Together – Nebraska VR

Goal:

To understand self and others from a cultural perspective. To develop an awareness of the skills, knowledge and attitudes that will lead to basic cultural competence and result in positive interpersonal relationships.

Purpose: To become aware of the relevance and impact of culture in our society. To have participants identify their beliefs, attitudes and behaviors in regard to the issue of difference.

Program Objectives:

1. Increase awareness of the impact of cultural influences in their lives.
2. Establish definitions and a common language to use as we learn about diversity and cultural competence.
3. To present an overview of major cultural groups (African American, Asian American, Caucasian, Hispanic/Latino/a and Native American).

Skills: Listening, non-judgmental language and communication, giving and receiving feedback

Knowledge:

Acquire an expanded vocabulary regarding diversity, cultural differences, similarities, dynamics of difference, and major specific groups.

Attitude:

Willingness to consider that there is more than one way to do things; curiosity, openness, respect for self and others, and a willingness to see through another's perspective.



Guiding Principles

Be willing to look at everyday behaviors
through new eyes

Acknowledge that we all believe some stereotypes
and that each of us has some prejudices.

Keep an open mind and be willing to
listen to one another

Put differences out on the table....
we can agree to disagree, respectfully

Give each other honest and caring feedback

Take a risk and learn something about yourself

Avoid making assumptions about one another

Consider This...

America is a Tossed Salad....not a Melting Pot as many of us were taught.

We live in a culturally diverse society yet we do not have a formalized way to learn the necessary skills to function effectively in the context of cultural similarities and differences.

Developing cultural competence is important and necessary in this increasingly shrinking world economy.

Culture is reflected in outer behaviors. Culture is an integrated pattern of human behavior that includes thought, communications, language, actions, customs, beliefs, values and institutions of a racial, ethnic, religious or social group.

Looking into the future we see that we are fast becoming a multicultural, multiracial, multilingual society.

Given the infinite number of combinations, I believe each individual is really a cultural "group" of ONE!

If each of us is a cultural group of ONE, it makes sense to acknowledge that to be successful and competitive in the future, we need to shed our biases and prejudices. We need to be responsive and culturally aware in order to satisfy and delight the culturally diverse family member, friend, customer, client, patient!

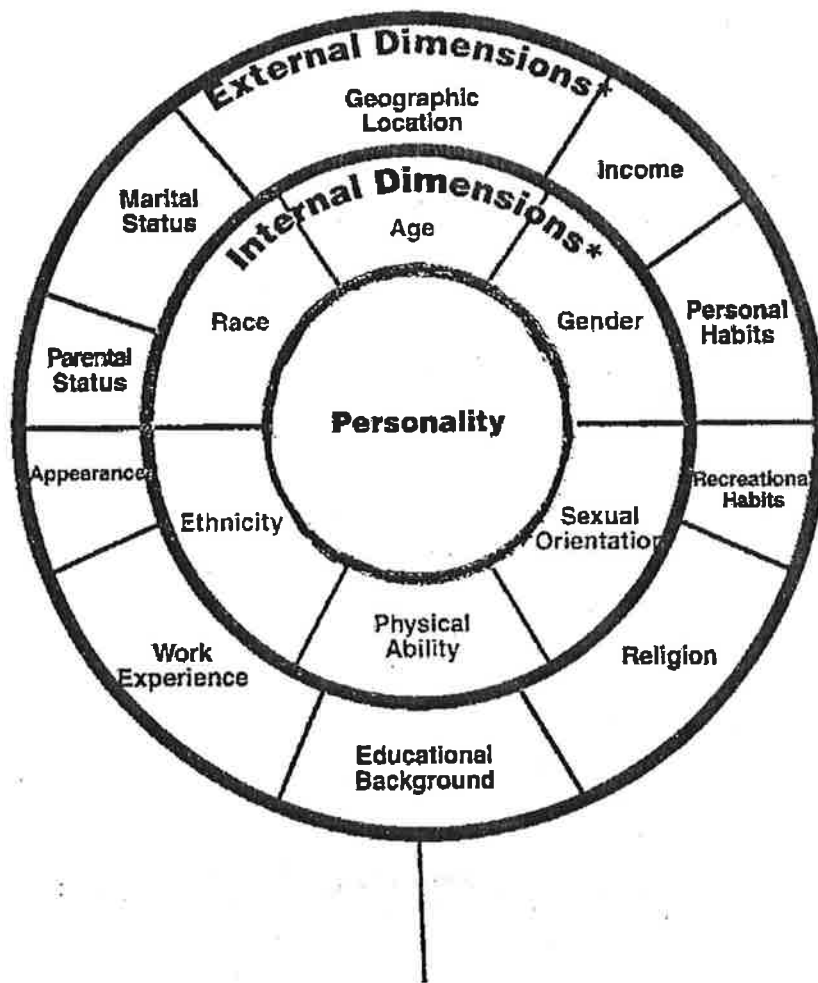


Handout #4

-will receive

during training

THREE LAYERS OF DIVERSITY



*Internal Dimensions and External Dimensions are adapted from Marilyn Loden and Judy Rossner, *Workforce America!* (Business One Irwin, 1991)

Handout #6

- will Receive
during training

The cultural values and behaviors outlined below represent only some of the many possible variations that may exist within any of the cultures. In order to provide effective services to any community of people, service providers must learn about the cultural values and behaviors of the specific community and of individual clients.

African American		
World View	Holistic oneness	Informal relationships
Values	Unconditional love	Attach importance to creativity, freedom, Justice
Work Style	See problems in context (holistic)	Motivated by community concerns rather than sole self-interest
Identity	Extended self	Based on position within group
Thinking Styles	Global, conceptual, initiation whole picture, not parts	Memory for essence
Communication Styles	Direct, assertive Not word "dependent" Prolonged eye contact is considered to Be staring	Stylized speech and delivery Proficient in non-verbal communications Person likely to nod in agreement

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Asian American		
World View	Hierarchical, formal relationships Complex rules of language usage	Complex rules of behavior
Values	Emphasis on personal duties Value formal education	Respect for authority Emphasis on long-term achievement
Work Style	Role-oriented Willingness to listen, observe, emulate	Respect for instructions
Identity	Based on role within group/family	Emphasis on group motivation (i.e., "Achieve for my family.")
Thinking Styles	Global, conceptual	Combine fact and feeling
Communication Styles	Indirect expression Restrain strong emotions Confrontation through intermediary to avoid "losing face" Verbally non-aggressive; self-deprecating Eye-to-eye contact between strangers is considered shameful	Direct expression Emphasis on discretion Use formal or ritualized language Deference to others Touching of strangers is inappropriate Individuals sometimes smile or laugh to mask other emotions

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Caucasian American	
World View	Person-centered world Informal relationships
Values	See other as equals Emphasis on individual rights Achievement outranks education Assertive, competitive Emphasis on present, future (short-term achievement)
Work Style	Personal involvement Achieve communication
Identity	Based on personal competence Emphasis on self-motivation
Thinking Styles	Objective, analytic Separate fact and feeling Detail-specific
Communications Style	Reciprocal (give-and-take) Serial exchanges (takes turns Speaking and listening) Direct expression Not afraid of confrontation

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Hispanic American		
World View	Subjugation to nature Time is to be enjoyed Sensitive to opinions of authority	Present-time orientation Obedience to will of God
Values	Preference of status-quo conformity Achievement defined by interpersonal Relationships Emphasis on present (day-to-day achievement)	Humility Work for present needs
Work Style	Role-oriented Respect for cooperation	Motivated by loyalty Draw on personal experience
Identity	Based on role within group	Emphasis on group motivation
Thinking Styles	Global, conceptual	Combine fact and feeling
Communication Styles	With peers-direct; with authority-indirect Emotion on par with reason Confrontation through intermediary to avoid "losing face" Interpret prolonged eye contact as disrespectful	Emphasis on close listening Spontaneous expression Modesty is highly valued Open discussions of sex are taboo

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Native American	
World View	Earth belongs to all Few rules are best
Values	Life is to be enjoyed Group harmony Respect for wisdom of elderly Emphasis on communal future Respect for nature Sharing and acceptance are important
Work Style	Work cooperatively Simplify problems Verbal tradition important (storytelling, legends)
Identity	Motivation derived from group Group more important than individual
Thinking Styles	Combine fact and feeling Global, conceptual Reflective
Communication Styles	Instinct on par with reason Emphasis on listening Communal feelings to take precedence

¹ Excerpted from Human Relations Training News, NTL Institute – Developed by: Advanced Resource Technologies, Inc.



Culture is....

an integrated pattern of human behavior that includes values, beliefs, customs, thought, speech, actions, and institutions of a racial, ethnic, religious or social group

Cultural Diversity....

encompasses age, race, skin color, ethnicity, socio-economic status, education, religion, gender, sexual orientation, physical abilities, health status, where you were born, where you live and other subcultures based on occupation and other factors.

Cultural Competence involves...

the awareness, knowledge and interpersonal skills that allow an individual and organizations to increase their understanding and appreciation of cultural similarities and differences that may exist between and within groups.

Cultural competence is a necessary skill presently and in the future. The development of mutual respect, culturally-aware communications and behaviors that facilitate inclusion is key.

A **culturally competent individual** has an open, non-judgmental attitude and the willingness to be flexible and adaptive in responding to the variety of differences in beliefs and practices members bring.

Building Rapport with clients from Diverse Cultures

Establishing trust and rapport with a more diverse client population can be challenging.

The following measures help facilitate this process:

- *Learn how to pronounce the client's name correctly.
- *Avoid making assumptions about a client's cultural back-ground, respectfully ask questions about customs and health practices.
- *Notice who the client looks to for advice and support. Show your awareness and understanding of their importance to the client.
- *Be sensitive to topics of conversations that may be inappropriate or unacceptable for the client to discuss due to cultural norms.
- *Avoid using slang terms, idioms or colloquialisms (phrases common in the majority culture) or jargon. Be descriptive, what is seen, felt, and thought.
- *Pay close attention to how the client responds to your words and behavior: Facial expressions, body movements, tone of voice, etc.
- *If an interpreter is used, be sure to direct your comments to the client, not the interpreter.
- *Seek input from the client and from adult family members and others, as appropriate, about an issue or situation.

Cultural Diversity and Competence Definitions

Accommodation – The act of accommodating or state of being accommodated; adjustment. Reconciliation or settlement of opposing views; compromise.

Acculturation – The modification of the culture of a group or individual as a result of contact with a different culture; is the process by which the culture of a particular society is instilled in a human being from infancy onward.

Affirmative Action – Efforts to ensure equality of opportunity at all levels of an organization or institution.

Assimilation – The process whereby a group, as a minority or immigrant group, or an individual gradually adopts the characteristics of another culture.

Biculturalism – The capacity to function effectively and comfortably within two distinct cultural contexts.

Bigotry – A set of attitudes which are characterized by hate of a cultural, racial or ethnic group often based on generalized misjudgments of cultural behavior and on a belief in the inferiority of the other group.

Bilingual – Someone who speaks and is fluent in two languages.

Culture – The complex whole that includes knowledge, belief, art, morals, law, custom, and any other capabilities and habits acquired by humans as members of a society.

Discrimination – Bias, prejudice, inequity, and denial of rights on the basis of race, color, culture, gender, language, religion, sexual orientation or other factors resulting in similar arbitrary action.

Ethnic Group – A group of people who see themselves as being alike by virtue of their common ancestry (including country of origin) and are so regarded by others; a group of people who share a cultural background and maintain elements of that culture in their daily lives.

Ethnocentrism – Belief in the superiority of one's own ethnic group. Other groups are rated with one's own representing the standard.

Genocide – The more severe dynamics of difference in which one group regards another group as subhuman and seeks to destroy that group or their culture.

Institution – An institution is a cluster of interrelated roles or activities in society, i.e. family, religion, health care, education, media, politics, etc. Institutions are the major social arenas within a society. Example; phrase "the institution of marriage".

Institutional Racism – A condition in which the structures and systems of a society restrict access to rights or resources from a group or individual based on racial differences. No single person need do anything that is racist as an individual, since racism is built into the system.

Majority – Dominant group; a social group whose members dominate the major institutions of a society by controlling the most important positions and resources in said institutions. Generally, dominant group members share or conform to a common ethnicity.

Minority – Minority group; a social group that faces discriminatory treatment from a more powerful dominant, majority group. Generally, the minority group is found disproportionately in the lower classes, in part, as a result of discrimination.

Multicultural – Refers to five major cultural groups in the United States and its territories; African American/Black, Asian, Caucasian/European, Hispanic/Latino and Native Americans or indigenous groups who have historically resided in the continental United States and its territories; possessing many cultures.

Multilingual – Speaker of three or more languages

Multiracial – Having three or more racial groups of origin. Individuals whose ancestry is a combination of Black/Hispanic/Asian, Irish/Native American/Hispanic, etc.

People of Color – The term used by many individuals and groups to self-define based on cultural, ethnic, and racial heritage. This term is preferred to “minorities” in some circles.

Personal Culture – the organized totality of a person’s identity including experience, historical moments, unchangeable human factors and a range of developmental, socio-cultural, political/economic dimensions including religion, work experience, parental status, and so forth. The interaction of these dimensions makes for a unique and dynamic personal culture.

Pluralism – A system which holds within it individuals or groups differing in basic background experiences and culture. It allows for the development of a common tradition while preserving the right of each group to maintain its cultural heritage. Appreciation and respect for differences of race, culture and lifestyles is expressed and demonstrated.

Prejudice – The pre-conceived judgment of individuals or groups on the basis of their skin color, language, culture, customs, mode of dress or any other visible or non-visible characteristic; often coupled with suspicion, avoidance, stereotyping or fear of the person or group.

Racism – An assumption that there is inherent superiority and purity of certain races and inferiority in others.

Stereotype – A conventional and usually over simplified conception, opinion, or belief. A person, group, event, or issue considered to typify or conform to an unvarying pattern or manner, lacking any individuality. To label an entire group based on the behavior of some in the group is to engage in stereotyping.